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PATENT TRADEMARK OFFICE

Substitute Form PTO 1449

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Complete if Known

				Application No.	10/666,631
				Filing Date	09/18/2003
				First Named Inventor	Robert Birch
				Art Unit	3692
				Examiner Name	Graham, Clement B
				Attorney Docket No.	1160215/0514436
Sheet	1	of	2		

U.S. PATENT DOCUMENTS

Examiner initials	Cite No.	DOCUMENT NUMBER	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind code ² (if known)			
		See Convergys Cross References Below			

FOREIGN PATENT DOCUMENTS

Examiner initials	Cite No.	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind code ⁵ (if known)				
		None				

OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS

Examiner initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T ⁶
		None	

CONVERGYS CROSS REFERENCES

Examiner initials	Cite No.	
	1	U.S. Application Serial No. 10/190,728 filed 07/08/2002; Swarna (US 2004-0006608 A1)
	2	Application for U.S. Application Serial No. 10/190,728
	3	Information Disclosure Statement dated 07/08/2002 for U.S. Application Serial No. 10/190,728
	4	Office Action dated 10/03/2005 for U.S. Application Serial No. 10/190,728
	5	Information Disclosure Statement dated 03/27/2006 for U.S. Application Serial No. 10/190,728

EXAMINER SIGNATURE /Clement Graham/

DATE CONSIDERED 04/07/2009

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ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /C.G./

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Sheet	2	of	2	Attorney Docket No.	1160215/0514436

6	Office Action dated 05/02/2006 for U.S. Application Serial No. 10/190,728
7	Office Action dated 01/26/2007 for U.S. Application Serial No. 10/190,728
8	Office Action dated 09/07/2007 for U.S. Application Serial No. 10/190,728
9	U.S. Application Serial No. 10/724,955 filed 12/01/2003; Ramachandran (US 2004-0138970 A1)
10	Application for U.S. Application Serial No. 10/724,955
11	Information Disclosure Statement dated 10/14/2004 for U.S. Application Serial No. 10/724,955
12	U.S. Application Serial No. 11/457,048 filed 07/12/2006; Irwin
13	Application for U.S. Application Serial No. 11/457,048
14	Information Disclosure Statement dated 07/31/2006 for U.S. Application Serial No. 11/457,048
15	Information Disclosure Statement dated 02/22/2007 for U.S. Application Serial No. 11/457,048

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Not for submission under 37 CFR 1.99)

Application Number	11457048
Filing Date	2006-07-12
First Named Inventor	Irwin, Scott
Art Unit	3851
Examiner Name	
Attorney Docket Number	1160215/0532247

U.S. PATENTS

Examiner Initial*	Cite No	Patent Number	Kind Code ¹	Issue Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
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U.S. PATENT APPLICATION PUBLICATIONS

Examiner Initial*	Cite No	Publication Number	Kind Code ¹	Publication Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
	1	20060107071		2006-05-18	Girish et al.	
	2	20070028120		2007-02-01	Wysocki et al.	
	3	20070035917		2007-02-15	Hotelling et al.	

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Application Number	11457048
Filing Date	2008-07-12
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Art Unit	3651
Examiner Name	
Attorney Docket Number	1180215/0532247

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NON-PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc), date, pages(s), volume-issue number(s), publisher, city and/or country where published.	T ⁵
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Examiner Signature	/Clement Graham/	Date Considered	04/07/2009
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